

FEB 11 2019

SENATE CONCURRENT RESOLUTION

URGING HAWAIIAN AIRLINES TO CEASE OUTSOURCING CALL CENTER
OPERATIONS TO THE PHILIPPINES AND TO RETURN THESE
OPERATIONS TO HAWAII.

1 WHEREAS, in 2018, Hawaiian Airlines carried a record
2 11,840,178 passengers; and
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4 WHEREAS, according to the 2017 State of Hawaii Data Book,
5 the average regular fare ticket price in 2017 for interisland
6 flights on Hawaiian Airlines was \$189.40; and
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8 WHEREAS, Hawaiian Airlines has been outsourcing its
9 reservations call center operations to the Philippines since
10 2007; and
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12 WHEREAS, international outsourcing draws jobs and income
13 away from the State and thus increases unemployment, deprives
14 Hawaii residents of job opportunities, and erodes state and
15 county revenues; now, therefore,
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17 BE IT RESOLVED by the Senate of the Thirtieth Legislature
18 of the State of Hawaii, Regular Session of 2019, the House of
19 Representatives concurring, that Hawaiian Airlines is urged to
20 cease outsourcing reservation call center operations to the
21 Philippines and to return these operations to Hawaii; and
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23 BE IT FURTHER RESOLVED that a certified copy of this
24 Concurrent Resolution be transmitted to the Chief Executive
25 Officer of Hawaiian Airlines, Inc.
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OFFERED BY:

Kurt Fowler

